

## Message Text

UNCLASSIFIED

PAGE 01 STATE 133679  
ORIGIN VO-03

INFO OCT-01 ARA-14 ISO-00 SCA-01 /019 R

DRAFTED BY SCA/VO:DHOBBS/SCA:SHORSEY  
APPROVED BY SCA:BMWATSON  
ARA - R. GERSHENSON (SUBSTANCE)

-----092130Z 007695 /73

O 092050Z JUN 77  
FM SECSTATE WASHDC  
TO AMEMBASSY CARACAS IMMEDIATE

UNCLAS STATE 133679

FOR THE AMBASSADOR FROM SCA ADMINISTRATOR BARBARA WATSON

E.O. 11652: N/A

TAGS: CGEN

SUBJECT: CONSULAR ASSISTANCE TEAM

1. I WISH TO EXPRESS MY APPRECIATION FOR THE EXCELLENT COOPERATION THAT YOU AND YOUR ENTIRE STAFF GAVE TO THE CONSULAR ASSISTANCE TEAM (CAT) DURING IT'S VISIT TO CARACAS. IT WOULD NOT HAVE BEEN POSSIBLE TO ACHIEVE SO MUCH IN SO SHORT A TIME WITHOUT THE ENTHUSIASM AND ASSISTANCE OF EMBASSY PERSONNEL.

2. THE FINAL REPORT OF THE FIRST CONSULAR ASSISTANCE TEAM VISIT HAS NOW BEEN COMPLETED AND A COPY IS BEING MAILED TO YOU. I AM CONVINCED OF THE VALUE OF THIS CONCEPT AS A MANAGEMENT TOOL IN TERMS OF PROVIDING IMPROVED SERVICE TO THE PUBLIC AND INCREASING THE ATTRACTIVENESS OF CAREERS IN THE CONSULAR FUNCTION.

3. CAT VISITS TO OTHER POSTS ARE PLANNED FOR JULY AND UNCLASSIFIED

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PAGE 02 STATE 133679

AUGUST. SINCE YOUR POST WAS ONE OF THE FIRST TESTS OF THE CAT CONCEPT IT IS IMPERATIVE THAT THE AGREED UPON SOLUTIONS BE IMPLEMENTED AS SOON AS POSSIBLE TO PROVIDE FOR FAIR EVALUATION OF THIS CONCEPT. I CONSIDER THE PHYSICAL CHANGES EXTREMELY IMPORTANT BUT EVEN MORE SO THE REVISED PROCEDURES FOR YOUR VISA PROCESSING SYSTEMS AND IMPLEMENTATION OF LEGAL REQUIREMENTS.

4. TWO MEMBERS OF THE CONSULAR ASSISTANCE TEAM PLAN TO VISIT CARACAS FOR TWO OR THREE DAYS DURING THE WEEK BEGINNING JUNE 19. A CABLE WILL FOLLOW STATING THE NAMES AND PROPOSED TRAVEL PLANS OF THOSE ON THIS FOLLOW-UP VISIT.

5. THE FOLLOW-UP TEAM WILL CONSULT WITH YOUR STAFF ON THE IMPLEMENTATION OF A VARIETY OF RECOMMENDATIONS THAT WERE MADE BY THE CAT AND WILL, OF COURSE, BE INTERESTED IN ANY ADDITIONAL RECOMMENDATIONS FOR IMPROVED SERVICES THAT YOUR STAFF MAY HAVE.

6. YOUR ASSISTANCE IN THIS FOLLOW-UP VISIT WOULD BE APPRECIATED. VANCE

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NNN

## Message Attributes

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**Current Classification:** UNCLASSIFIED  
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**Review Markings:**  
Margaret P. Grafeld  
Declassified/Released  
US Department of State  
EO Systematic Review  
22 May 2009  
**Markings:** Margaret P. Grafeld Declassified/Released US Department of State EO Systematic Review 22 May 2009